

## Performance Goals, Objectives, and Results

### HOW THE SBA ASSESSES PERFORMANCE

The SBA uses a standardized performance system designed to emphasize the interrelationship among the various offices and to illustrate how the ultimate goal is the achievement of the mission of the Agency. Each of the components of the SBA's performance structure is defined below. Appendix 2 contains a complete list of the SBA's performance indicators. The MD&A contains the results for the outcomes for which the Agency is currently capable of measuring results. The Performance section contains the results for the intermediate outcomes and outputs for which the Agency is currently capable of measuring results. It also contains efficiency measures for all the programs at the intermediate outcome or output level.

In FY 2004, the SBA started systematic independent evaluation of the various types of assistance that the Agency provides. Currently, all four programs that provide financial assistance are undergoing evaluation to determine how well they are filling the gaps faced by small business entrepreneurs and their resulting economic impact. Procurement will be the next type of assistance to be evaluated. Please see below a description of the specific components of the SBA's performance system.

<b>Mission</b>	The mission of the SBA is established by the Small Business Act, and it is the overarching principle that governs all actions of the Agency.
<b>Strategic Goals</b>	The SBA has four Strategic Goals, as described in the Strategic Plan. The three programmatic Strategic Goals broadly define what the Agency and its programs are trying to accomplish. The first goal strives to improve the economic environment for small businesses. The second goal is achieved by programs that assist small business directly or through the SBA's partners. The third goal focuses on the assistance that the Agency lends in cases of disasters. The fourth Strategic Goal defines the responsibility of the Agency's executive leadership and support functions in helping to accomplish the programmatic goals.
<b>Long-Term Objectives</b>	Long-Term Objectives describe in general terms the results the SBA needs to achieve in order to attain its Strategic Goals, at the same time making the focus of the Agency more specific. For example, Strategic Goal 2 is divided by the three broad populations that the Agency serves: start-ups, existing small businesses, and those that face special competitive opportunity gaps. Their targets are defined during the creation and review of the Strategic Plan. They represent where the Agency plans to be in five years, at the end of the period covered by the Plan. Long-Term Objectives cross program areas.
<b>Outcomes</b>	Outcomes are defined and measured at the level of the Agency. There are two types of outcomes. For programs directly assisting small businesses, outcomes measure the effect of the outputs in comparison to a similar population of small businesses that has not received assistance from the SBA. For the rest of the programs, outcomes measure the direct effect of the outputs. More than one program may contribute to the achievement of an outcome.
<b>Intermediate Outcomes</b>	Intermediate outcomes are the direct quantifiable effects of the outputs. They are measured in absolute terms, without comparison to a similar population of small businesses that has not received the SBA assistance. Only one program contributes to an intermediate outcome.
<b>Outputs</b>	Outputs are the quantifiable targets that directly measure the results of a program. A program may have many outputs, but each output is associated with only one program.
<b>Efficiency Measures</b>	An efficiency measure is the cost to produce one output or intermediate unit. This allows for cost comparison among programs. Every SBA program has at least one efficiency measure.

## SBA GOALS AND OBJECTIVES

